



Marks: 75

Time: 2 &amp; 1/2 Hours

Notes: -

1. Attempt all the questions.
2. All questions carry equal marks.
3. Attempt any 2 out of A, B and C of each question.

Q1. A) What is recruitment? What are the various features of recruitment? (7.5)

B) Define recruitment and enumerate various steps in the process of recruitment with the help of a diagram. (7.5)

C) Describe various internal sources of recruitment. (7.5)

Q2.A) Describe a common process of selection for organizations. (7.5)

B) What do you mean by Interview? Describe purposes or objectives of Interview. (7.5)

C) Describe hurdles or barriers in selection process. (7.5)

Q3.A) What is induction? Explain various types of induction. (7.5)

B) Distinguish between Orientation and On-Boarding Program. (7.5)

C) Explain various phases in socialization process with socialization tactics. (7.5)

Q4.A) Explain potential errors with bio-data, CV and Resume writing. (7.5)

B) What is etiquette? Enumerate it's any 5 types. (7.5)

C) Describe concept of video – conferencing along with its benefits. (7.5)

Q5. Study the following case and answer the questions given below: (15)

Espat Limited was facing a problem of employee absenteeism and attrition. It took the help of management consultant who reviewed the entire situation and spoke to the employees. The employees found their jobs to be monotonous. The consultant recommended a change in the organisational structure to make it more client oriented enabling every employee to deal with specific customers.

The consultant also recommended re-designing of the jobs to motivate the employees. However such re-designing of the job was not going to be an easy task. However most of the employees agreed with the consultants idea.

Questions:

- a) Explain the problems faced by employees of Espat Ltd. (03)
- b) What was the recommendation of consultants? Was it appropriate? (05)
- c) Explain uses of job analysis information for the organization. (07)